

Application No. 10/619,917 Customer No. 81,331 Attorney Docket No. 10761.1457

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Christopher J. ALLEN et al.) Group Art Unit: 2161
Application No.: 10/619,917) Examiner: Brett S. STACE
Filed: July 15, 2003) Confirmation No.: 7149
For: SYNCHRONIZATION OF AGENT SKILL DATA))

Mail Stop R.C.E. Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

AMENDMENT WITH RCE

In reply to the Office Action mailed March 9, 2010, the date for responding being June 9, 2010, Applicants request that this application be amended as follows:

Amendments to the Specification are reflected on page 2 of this paper.

Amendments to the Claims begin on page 3 of this paper.

Remarks follow the amendments sections of this paper.